

Electronic Access Multi-factor Authentication

Internet Screen Package

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## Global Footer:

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

# Privacy Act Statement:



## Privacy Act Statement

### Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Management Act of 2002 (Title III) of the E-Government Act of 2002 (P.L. 107-347) authorize us to collect this information to allow you access to our online services. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our online services.

We will use the information to identify who you are before we provide you with the information you are requesting. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the time permitted by federal laws. We use their fraud prevention services to assist in protecting you from identity theft. We may also share your information for the following purposes, called routine uses:

1. To other Federal agencies and our contractors, including external data sources, to assist us in administering our programs; and
2. To appropriate Federal, State, and local agencies, entities, and persons when: (a) We suspect or confirm a compromise of security or confidentiality of information; (b) We determine that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, risk of identity theft or fraud, or harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notice (SORN) 60-0373, entitled Central Repository of Electronic Authentication Data Master File. Additional information and a full listing of all our SORNs are available on our website at [www.socialsecurity.gov/foia/bluebook](http://www.socialsecurity.gov/foia/bluebook).

This Privacy Act Statement applies to the entire online authentication process and credential issuance, which includes account setup to account maintenance.

Close

# Paper Reduction Act:

## Paperwork Reduction Act: *my* Social Security

Last reviewed or modified 11/01/2016



PRA-MYSSA

This information collection meets the requirements of 44 U.S.C. 3507, as amended by section 2 of the *Paperwork Reduction Act of 1995*. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number.

The OMB control number for collection of this information is 0960-0789. The expiration date is October 31, 2017.

We estimate it will take about 8 minutes to read the instructions, gather the facts and answer the questions.

You may send comments on our time estimate to:

Social Security Administration  
6401 Security Blvd.  
Baltimore, MD 21235-0001

**Send only comments on our time estimate to this address, nothing else.**

Close

Registration:

*Create Account - Terms of Service*



## Terms of Service

### You must be able to verify some information about yourself and:

- Have a valid email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

### What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

### What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

### Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

### Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

I agree to the Terms of Service.

Next

Exit

## Create account – verify identity (Standard)



Please tell us who you are

### Your Name

As shown on your Social Security card.

First  M.I.  Last  Suffix

### Social Security Number (SSN)

### Date of Birth

Month  Day  Year

### Home Address:

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Line 1  Line 2

City/Town  State/Territory  ZIP Code

### Primary Phone: [I don't have a phone number.](#)

We only need this to verify your identity.

10-digit Number

### Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

Would you like to request an upgrade code now?

- Yes, let's start now.
- No, maybe later.

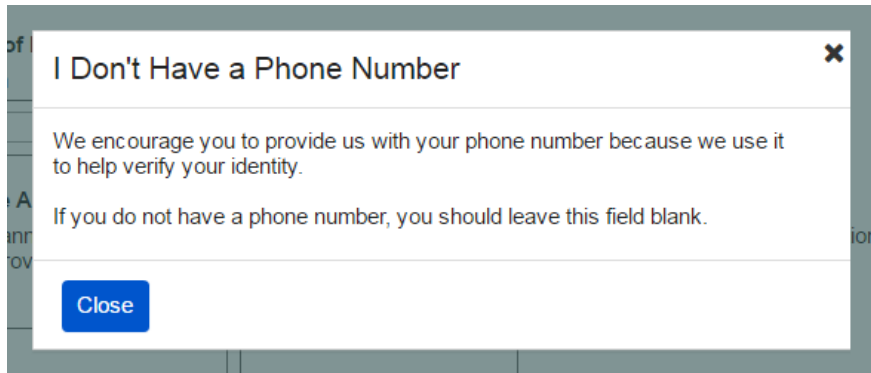
[Next](#)

[Exit](#)

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“I don’t have a Phone Number” link is clicked.



## 2B) Create Account – Verify Identity (Extra security selected)

### Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

**Would you like to request an upgrade code now?**

Yes, let's start now.

No, maybe later.

**Please verify your identity with one of the following:**

the last 8 digits from your Visa, MasterCard or Discover Card

information from a W-2 tax form

information from a 1040 Schedule SE (self-employment) tax form

**Enter the last 8 digits from your Credit Card:** [Tell me more.](#)

We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX -  -

[Next](#) [Exit](#)

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Tell me more link (the last 8 digits...) selected:

## Tell Me More



### What we are doing:

When you provide the last 8 digits of a credit card registered in your name, it gives us another way to ensure that you are who you say you are.

### What are we not doing:

- We do not store any of this information.
- We are not charging you for anything.

Close

## Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

### Would you like to request an upgrade code now?

Yes, let's start now.

No, maybe later.

### Please verify your identity with one of the following:

the last 8 digits from your Visa, MasterCard or Discover Card

information from a W-2 tax form

information from a 1040 Schedule SE (self-employment) tax form

### Enter the amount in Box 5 from your W-2: [Tell me more.](#)

We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).

\$

### Enter the Employer Identification Number (EIN) from your W-2:

You can find the EIN in Box B on your W-2.

Next

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Tell me more link (information from W-2) selected:

### Tell me more ✕

You can provide information from one of your Form W-2, Wage and Tax Statements, from the last five years, to verify your identity. You will need to provide your Employee Identification Number (EIN) from **Box B** and the number that appears in **Box 5** (Medicare wages and tips).

If you do not have past W-2 wages or do not have access to your statements, please select another option to verify your identity.

[Close](#)

### Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

Would you like to request an upgrade code now?

Yes, let's start now.

No, maybe later.

Please verify your identity with one of the following:

the last 8 digits from your Visa, MasterCard or Discover Card

information from a W-2 tax form

information from a 1040 Schedule SE (self-employment) tax form

Enter the amount in **Box 4** (or **Box 6 on the long form**) 1040 Schedule SE: [Tell me more.](#)  
We can better verify your identity if you use an older 1040 Schedule SE from the last 5 years.

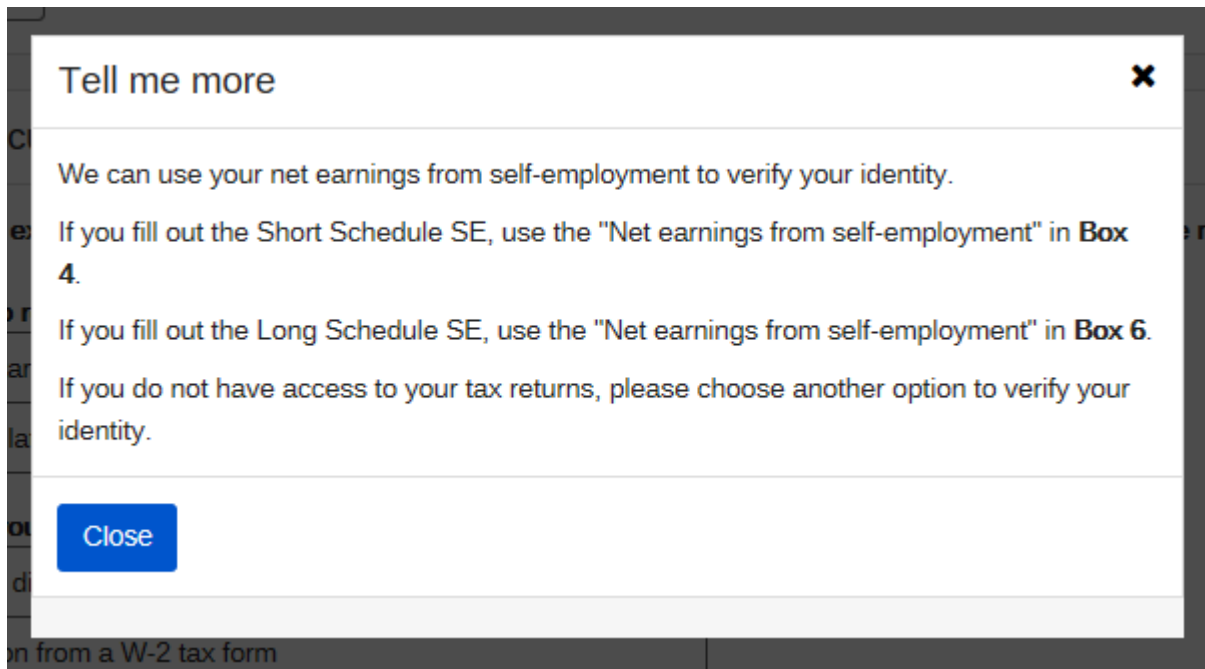
\$

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Tell me more link (information from a 1040 Schedule SE) selected:



**Tell me more** ✕

We can use your net earnings from self-employment to verify your identity.

If you fill out the Short Schedule SE, use the "Net earnings from self-employment" in **Box 4**.

If you fill out the Long Schedule SE, use the "Net earnings from self-employment" in **Box 6**.

If you do not have access to your tax returns, please choose another option to verify your identity.

[Close](#)

on from a W-2 tax form

## Answer Out of Wallet Questions



Please tell us about yourself

[Why are these questions important?](#)

Your credit file indicates you may have a mortgage loan, opened in or around August 2012. Who is the credit provider for this account?

- |  |
|--|
| <input type="radio"/> BANCOSTON MORTGAGE CO  |
| <input type="radio"/> EQUICREDIT CORPORATION |
| <input type="radio"/> JPMORGAN CHASE         |
| <input type="radio"/> THE GOOSE RIVER BANK   |
| <input type="radio"/> NONE OF THE ABOVE      |

What is the total monthly payment for the above-referenced account?

- |   |
|---|
| <input type="radio"/> \$1,275 - \$1,374 |
| <input type="radio"/> \$1,375 - \$1,474 |
| <input type="radio"/> \$1,475 - \$1,574 |
| <input type="radio"/> \$1,575 - \$1,674 |
| <input type="radio"/> NONE OF THE ABOVE |

Your credit file indicates you may have an auto loan/lease, opened in or around May 2014. Who is the credit provider for this account?

- |   |
|---|
| <input type="radio"/> LIBERTY BANK                  |
| <input type="radio"/> MARINE MIDLAND AUTO FINANCING |
| <input type="radio"/> PERKINS RESTAURANT AND BAKERY |
| <input type="radio"/> SOUTHTRUST BANK               |
| <input type="radio"/> NONE OF THE ABOVE             |

What is the total monthly payment for the above-referenced account?

- |   |
|---|
| <input type="radio"/> \$225 - \$274     |
| <input type="radio"/> \$275 - \$324     |
| <input type="radio"/> \$325 - \$374     |
| <input type="radio"/> \$375 - \$424     |
| <input type="radio"/> NONE OF THE ABOVE |

Your credit file indicates you may have a bank card, opened in or around August 2009. Who is the credit provider for this account?

- |   |
|---|
| <input type="radio"/> CAPITAL ONE           |
| <input type="radio"/> LAURITZEN CORPORATION |
| <input type="radio"/> UNITED NATIONAL CORP  |
| <input type="radio"/> WELLS FARGO & COMPANY |
| <input type="radio"/> NONE OF THE ABOVE     |

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Why Are these questions Important link is clicked

### Why are these questions important? ✕

We collect and evaluate this information as a security measure to ensure that only you are able to access your personal information. We will not store your answers.

Any time you deal with us, we must verify your identity. We have to make sure that only you can get your personal information.

If you visit a Social Security office, we check your photo ID and ask you questions.

We must be extra careful to protect your identity online. We are using an Identity Services Provider to help us verify your identity. We will not share your Social Security number with them.

These questions are designed so that only you should know the answer. If someone stole your wallet, he or she should not be able to answer these questions.

If you prefer not to answer these questions, you can verify your identity by visiting your local Social Security office.

[Close](#)



*Create User Name and Password, create password reset questions*

### Please create your account details

**Username**

Cannot be your Name or Social Security Number (SSN) and must be:

8-20 characters

Available

**Password**

Must:

Begin with a letter or number

Contain 8-20 characters

Contain upper & lowercase letters

Contain numbers

Contain symbols (! @ # \$ % ^ & \*)

**Email Address**

We need this to communicate with you about your online account.

**Confirm Email Address:**

Emails must match

### Please create your password reset questions

[Why?](#)

**Question 1**

**Answer 1**

**Question 2**

**Answer 2**

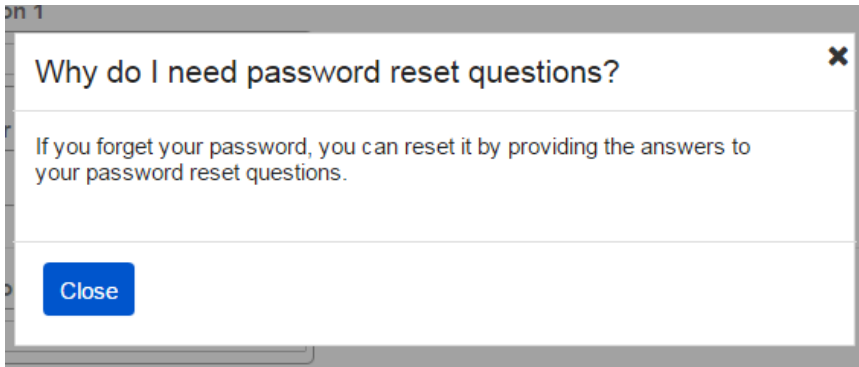
**Question 3**

**Answer 3**

[Next](#)

[Exit](#)

Why? Link is clicked



*Get Security Code – Cell Phone selected*



Get your security code

We will provide a security code each time you sign in.

[Tell me more](#)

**How do you want to receive your security code?**

Text Message  
Your rates still apply.

Email

**Cell Phone Number**  
10-digit number

[Next](#) [Exit](#)

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*Get Security Code – Email selected*

## Get your security code

We will provide a security code each time you sign in.

[Tell me more](#)

### How do you want to receive your security code?

Text Message  
Your rates still apply.

Email

### Email Address

We will use this to provide your security code and other information about your *my* Social Security account.

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Tell me more link is clicked:

## New security feature ✕

The Social Security Administration has implemented a new sign-in feature for your account. This new security feature protects your personal [my Social Security](#) account by using your username, password and a unique security code that we will provide each time you sign in.

### **Why do I need a security code?**

Your account and personal information are important to us. This step increases security.

### **How does it work?**

#### **Step 1: Sign In**

Sign in with your username and password.

#### **Step 2: Get your security code**

Select how you want to receive the security code, and we will provide it for you.

#### **Step 3: Submit Code**

Enter the security code you received.

### **What if....**

#### [^ I can't receive text messages or emails?](#)

If you cannot receive text messages or emails, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#)

^ I can't receive text messages or emails?

If you cannot receive text messages or emails, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages, or an email address. Each time you sign in, we will provide a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).

^ I don't want to enter my cell phone number or email address?

If you do not want to enter your cell phone number or email address, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages, or an email address. Each time you sign in, we will provide a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).

^ I change my cell phone number or email address in the future?

You can change the cell phone number or email address on your account after you sign in.

^ I am overseas?

Your text message rates will still apply. If you are overseas and cannot receive text messages or are concerned about roaming charges, please visit our website to learn more about our [Services Around the World](#).

Close

## Provide Security code – cell Phone



**i** We sent a text message to (999) 999-9999

Please allow up to 2 minutes for the text message to arrive.  
The texted security code will **expire** 10 minutes from the time of your request.

Please enter your security code

[^ Hide](#)

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**

We can or you can [send a new security code](#) or you can [change how we send a security code](#) .

Enter the security code you just received.

Submit Security Code

Previous

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## Provide Security Code – Email



**i** We sent an email to abc123@mail.com

Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

[Hide](#)

- Check that you have entered the correct email address. If not, [re-enter your email address](#).
- Check your email account's Spam folder.
- Add email@SSA.gov to your email provider's "Safe Sender's List".

**Still having trouble?**

**We can Still having trouble?**

We can [send a new security code](#) or you can [change how we send a security code](#).

Enter the security code you just received.

Submit Security Code

Previous

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## Create Account Confirmation Standard – Success



 **Congratulations! You have successfully set up your *my* Social Security account.**

In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone

You can add other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

### How can I protect my information?

Please keep your information safe. Do not share your password with anyone.

 [Tips for protecting your identity](#)

[Next](#)

[Exit](#)

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## Create Account Confirmation Enhanced



**Congratulations! You have successfully set up your *my* Social Security account.**

In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

**What happens now?**

In 5 to 10 business days:

- You will receive a **letter** in the mail with an upgrade code and step-by-step instructions for upgrading your security.
- In the meantime, you can still access your online account.

Please keep your information safe. Do not share your password with anyone.

[Tips for protecting your identity.](#)

[Next](#) [Exit](#)

Privacy and Security  
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### Tips for protecting your identity selected:

**How can I protect my identity?**

Keep your account safe

- Don't share your username or password
- Don't write down your username or password where someone could see it
- Never allow a shared computer to "save" your username and password

If you are a victim of domestic violence or identity theft, you can block all electronic access to your personal information. In fact, anyone can block access at any time for any reason. If you block access, no one, including you, will be able to see or change your personal information using our online or automated telephone services.

Here's where you can [Block Electronic Access](#) to your information.

Remember:

We will never ask you to reveal your password or financial information to us. If you get a phone call or Email message asking for your password or financial information, do not give it out. Report the call or the Email to us by calling 1-800-269-0271 (TTY 1-866-501-2101).

For more tips on protecting your password, visit [www.onguardonline.gov](http://www.onguardonline.gov).

For security reasons, your password will be valid for 6 months. If your password expires, we will ask you to change it the next time you sign in. You can also change your password at any time after signing in to your account.

[Close](#)

## Create Account Confirmation – Terms of Service



### Terms of Service

- I am using **my Social Security** account services with the account that I created myself using my own personal information and identity. I am not using a **my Social Security** account created by another person or created using another person's information or identity, even if I have that person's written permission.

I will never share the use of **my Social Security** account with anyone else under any circumstances. I will never use another person's account.

- I understand that **my Social Security** account contains U.S. Government information.
- I consent to the monitoring and recording of **my Social Security** services, including any electronic communications (such as click-to-chat or messaging).
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of **my Social Security** services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using **my Social Security** services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed. I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me, whether due to my negligence or the wrongful acts of others.

### The Social Security Administration is Going "Green"

With your **my Social Security** account, you can immediately view, download, or print your Social Security Statement. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a **my Social Security** account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

I agree to the Terms of Service.

Next

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# After selecting Next, Log into mySSA

## Overview

**Welcome, Jeffrey!** You last signed in on March 02, 2017 at 11:38AM EST.

### Statement Information

We're sorry, we cannot provide your Statement information at this time.  
We apologize for the inconvenience. Please try again later.

### Benefits & Payments

You are not currently receiving Social Security benefits.

[Get a Benefit Verification Letter](#)

Need proof that you do not receive Social Security benefits? Here's your official letter.

### Social Security Card Replacement

[Request a Replacement Card](#)

Social Security Number:  
xxx-xx-5404

Date of Birth:  
October 8, 1941

Your Email Address:  
bao.huynh@ssa.gov

[Update Email Address](#)

### Overview

[Estimated Benefits](#)

[Earnings Record](#)

[Replacement Documents](#)

Complete Registration (user who has been in-person identity proofed)

*Finish Set up Account Terms of Service*

#### To finish setting up your account, you will need to:

1. enter some personal information,
2. enter the account activation code you received.
3. create a username and password.
4. choose how you want to receive your unique security code, and
5. enter the unique security code that we provide.

#### Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

#### What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

#### What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

#### Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

#### Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

**I agree to the Terms of Service**

[Next](#)

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*Finish set up account verify identity*



Please tell us who you are

**Your Name**  
As shown on your Social Security card.

First  M.I.  Last  Suffix

**Social Security Number (SSN)**

**Date of Birth**

Month  Day  Year

Please enter the account activation code we gave you

**Account Activation Code:**

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- 1) If successfully validated, user will be routed to - [Create User Name and Password, create password reset questions](#)

# Account Login

## Account Sign-in Page



### Sign In or Create an Account

#### Sign In

**Username**

[Forgot Username?](#)

**Password**

[Forgot Password?](#)

[Sign In](#)

#### Create an Account

[^ Important Information](#)

**You must be able to verify some information about yourself and:**

- Have a valid Email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use.

You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship,
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?


You can [block electronic access](#) to your information at any time, for any reason.

[Privacy and Security](#)

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2a) Login 1: User has registered multifactor (cell-phone)

 Social Security

Please verify your cell phone number

**Is your cell phone number still (\*\*\*-\*\*\*-9999)?**

Yes, it is correct. Please provide a security code now.


No, it is no longer valid and must be changed.

[Next](#) [Exit](#)

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2b) Login 2: User has registered multifactor (e-mail)

 Social Security

Please verify your email address

**Is your email address still 12\*\*\*@mail.com?**

Yes, it is correct. Please provide a security code now.

No, it is no longer valid and must be changed.

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2C) Login 3: User has both multifactor (cell phone and e-mail)

Get your security code

How do you want to receive your security code?

- Text message  
(\*\*\*-\*\*\*-9999)  
Your rates still apply
- Email  
12\*\*\*\*@mail.com
- I cannot access the options listed above.  
(I need to reset where I receive security codes.)

Next

Exit

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## Sign in Terms of Service ([after successfully validated security code](#))



### Terms of Service

- I am using **my Social Security** account services with the account that I created myself using my own personal information and identity. I am not using a **my Social Security** account created by another person or created using another person's information or identity, even if I have that person's written permission.

I will never share the use of **my Social Security** account with anyone else under any circumstances. I will never use another person's account.

- I understand that **my Social Security** account contains U.S. Government information.
- I consent to the monitoring and recording of **my Social Security** services, including any electronic communications (such as click-to-chat or messaging).
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of **my Social Security** services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using **my Social Security** services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed. I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me, whether due to my negligence or the wrongful acts of others.

### The Social Security Administration is Going "Green"

With your **my Social Security** account, you can immediately view, download, or print your Social Security Statement. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a **my Social Security** account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

I agree to the Terms of Service.

Next

Exit

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## Grandfather user with no registered second factor

- 1) Select how to receive security code

## Get your security code

We will provide a security code each time you sign in.

[? Tell me more](#)

### How do you want to receive your security code?

Text Message  
Your rates still apply.

Email

Next

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2) [Validate security code process](#)

# Reset security code (after select “No, Number or E-mail no longer valid and needs to be changed”)

## Terms of service



### Need to reset where you get security codes?

If you need to reset where you received security codes, we will send a letter with a reset code and instructions.

**i** You will not be able to sign in to your *my* Social Security account until you receive your reset code.

#### You will need to:

- enter a mailing address for your reset code letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

### Terms of Service

#### What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a “soft” inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

#### What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

#### Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

### Social Security is Going “Green”

When you create a *my* Social Security account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your *my* Social Security account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefits.

I agree to the Terms of Service.

Next

Exit

## Provide information mailing reset code



**After you provide the information requested below, you will receive a letter with your reset code and instructions.**

You will need to sign in with your username and password, enter your reset code, and change where you receive security codes.

### Provide Information

#### Your Mailing Address

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

#### Primary Phone Number:

We only need this to verify your identity.

[Mail Reset Code Instructions](#)

[Cancel](#)

[Privacy and Security](#)

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## Address successfully validated for mailing reset code



**Thank you for your information.**

You'll receive a letter in the mail in 5-10 business days. Your letter will contain a reset code and step-by-step instructions for changing where you receive security codes.

**You will not be able to sign in to your *my* Social Security account until you receive your reset code.**

[Done](#)

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# Reset Security Code Letter (after successfully logged in with Username/Password and has reset security letter)

## Change your Security Code – Reset letter



Do you have your reset code letter?

You recently indicated that you need to change where you receive security codes.

**Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?**

Yes, let's begin.

No, not yet.

Next

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## If No, not yet is selected



**!** You need your reset code letter in order to continue.

Please allow 5-10 business days from the time of your original request. (If you've lost or misplaced your letter, you may [request a new letter](#) to be sent to you.)

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*If Yes, let's begin is selected*



**i Security has improved since your last login.**

We will provide a security code each time you sign in.

[Tell me more](#)

### Get your security code

**How do you want to receive your security code?**

Text Message  
Your rates still apply.

Email

You can receive your Social Security Statement [by mail](#).

You can [block electronic access](#) to your information at any time, for any reason.

[Next](#)

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## Enter Security code



**i** We sent a text message to (999) 999-9999

Please allow up to 2 minutes for the text message to arrive.  
The texted security code will **expire** 10 minutes from the time of your request.

Please enter your security code

▼ Having trouble?

Enter the security code you just received.

Submit Security Code

Previous

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## Enter Reset code from letter



Please enter your reset code

Please enter the reset code from your letter.

Next


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## Reset Code successfully validated



 **Congratulations! You have successfully changed where you receive security codes.**

You will continue to use two steps to sign in to your account.

Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

Next

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## Level 3 Authentication Upgrade letter with registered second factor

### Verify Cell Phone Number



Please verify your cell phone number

Is your cell phone number still (\*\*\*) \*\*\* - 7663?

Yes, it is correct. Please provide a security code now.

No, it is no longer valid and must be changed.

Next

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## Enter Security Code from Text message



Social Security



We sent a text message to (443) 235-7663

Please allow up to 2 minutes for the text message to arrive.

The texted security code will **expire** 10 minutes from the time of your request.

Please enter your security code

▼ Having trouble?

Enter the security code you just received.

Submit Security Code

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## Enable Extra Security Letter

Do you have your extra security letter?

Do you have the letter containing your step-by-step instructions?

- Yes, enable my extra security.
- No, skip this for now.
- I changed my mind, cancel my request for extra security.

Next

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*No, skip this for now is selected*

#### Terms of Service

• I am using this service with the account that I created myself using my own personal information and identity. I am not using an account created by another person or created using another person's information or identity, even if I have that person's written permission.

I will never share the use of my account with anyone else under any circumstances. I will never use another person's account.

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by Social Security is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed. I agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to me, whether due to my negligence or the wrongful acts of others.

#### Social Security is Going "Green"

With your *my* Social Security account, you can immediately view, download, or print your Social Security Statement. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a *my* Social Security account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

I agree to the Terms of Service.

Next

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*I changed my mind, cancel my request for extra security is selected*

1) Cancel Extra security confirmation



### Cancel Extra Security

 **Are you sure you want to cancel your extra security?**

If you want extra security in the future, we will ask you to go through our verification process again.

[Yes, Cancel Extra Security](#)

[Cancel](#)

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2) Yes, Cancel Extra security selected



### Cancel Extra Security

 **You successfully cancelled your request for extra security.**

You can continue to use your username, password, and unique security code to access our online services.

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*Yes, Enable my Extra Security is selected*

- 1) [Enable extra security Upgrade Code](#)



Social Security

**Enable Extra Security**  
Please enter the upgrade code from your letter to enable your account's extra security feature.


**Upgrade Code from Letter**

[Submit Upgrade Code](#) [Exit](#)


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- 2) Enable Extra Security – Confirmation



Social Security

 **You have successfully added your extra security feature.**  
You will not be asked to enter the upgrade code again.

[Next](#) [Exit](#)

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# Forgot Password

## Forgot Password – Verify Identity



Please tell us who you are

**Username:**

**Social Security Number(SSN):**

**Date of Birth:**

Month	Day	Year
--	<input type="text"/>	<input type="text"/>

[Next](#)

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## Forgot Password – provide answer



### Password reset questions

To reset your password, enter the answers you gave when you set up your account.

I can't remember my answers.

**What is the name of the hospital where you were born?**

**What was the model name of your first car?**

**What is the middle name of your mother?**

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## I Can't remember my answers (Cell Phone only as registered second factor)



**!** We can send a temporary password to te\*\*\*\*\*@ssa.gov

You will not be able to use your existing password after the temporary password is sent.

Email Temporary Password

Cancel


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## I Can't remember my answers (Email is one of the registered second factor)

### 1) Mail temporary password Terms of Service



#### Can't remember your password reset answers?

If you can't remember your password or answers to your password reset questions, we will send a letter with a temporary password.

**You will not be able to sign in to your *my* Social Security account until you receive your temporary password.**

**You will need to:**

- enter a mailing address for your temporary password letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

#### Terms of Service

**What will we do with your information?**

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

**What happens if you provide false information or misuse this service?**

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

**Who is responsible if the device you are using is not adequately safeguarded?**

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

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If you need a *Statement* by mail, please [follow these instructions](#).

With your *my* Social Security account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefits.

I agree to the Terms of Service.

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### 2) Mail Temporary Password – Provide Information



**After you provide the information below, you will receive a letter with your temporary password.**

You'll receive a letter in 5-10 business days. You will not be able to use your current password.

### Provide Information

#### Your Mailing Address

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

#### Primary Phone Number

We only need this to verify your identity.

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### 3) Mail Temporary Password Confirmation



**Thank you for your information.**

You'll receive a letter in the mail in 5-10 business days. Your letter will contain a temporary password and step-by-step instructions for creating a new password.

**You will not be able to sign in to your *my* Social Security account until you receive your temporary password.**

[Done](#)

[Privacy and Security](#)

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## Answer All Password Reset questions correctly

- 1) User has 2<sup>nd</sup> factor registered will see (Verify Cell Phone Number):



Social Security

Please verify your cell phone number

Is your cell phone number still (\*\*\*) \*\*\* - 7663?

Yes, it is correct. Please provide a security code now.


No, it is no longer valid and must be changed.

[Next](#) [Exit](#)

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- 2) User does not have 2<sup>nd</sup> factor registered will see (Provide Your Cell Phone Number):



Social Security

Get your security code

We will provide a security code each time you sign in.

[Tell me more](#)

How do you want to receive your security code?

Text Message  
Your rates still apply.


Email

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3) User has security code reset letter will see



Social Security

Do you have your reset code letter?

You recently indicated that you need to change where you receive security codes.

**Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?**

Yes, let's begin.


No, not yet.

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4) After successfully verify security code from Security Code Input Screen



Social Security

Please update your password

**New Password**

Must:

- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @ # \$ % ^ & \*)

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5) Password successfully updated

 **You have successfully changed your password.**

In the future, you will use two steps to sign into your account.

Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the *my Social Security* home page.

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## Password Expired

*After successfully logged in and verified security code from [Login](#)*

User will see:

 **Your password has expired.**

For your security, you must change your password every 6 months. Please create a new password for your account.

Please create your new password

**New Password:**

Must:

- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @ # \$ % ^ & \*)

[Next](#)

[Exit](#)

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## *Password successfully updated*

 **You have successfully changed your password.**

In the future, you will use two steps to sign into your account.

Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the *my Social Security* home page.

[Next](#)

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- 1) IF user has a Level 3 Authentication Pending, then display [Reset Security Code Letter \(after successfully logged in with Username/Password and has reset security letter\)](#)
- 2) IF user does not have Level 3 Authentication Pending, then display [Sign in Terms of Service \(after successfully validated security code\)](#)

## Forgot User Name

*Forgot User Name – provide information*



Social Security

Please tell us who you are

Email Address:

Social Security Number(SSN):

Date of Birth:

Month

Day

Year

Next

Exit

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*If information provide successfully validated, then display [Sign-in](#) page with Username pre-filled.*

# Maintenance

## Account Setting

The screenshot shows the 'my Social Security' website interface. At the top, there is a navigation bar with 'My Home', 'Message Center', and 'Security Settings' (which is underlined). The user's name 'Celia Amirian' and a 'Sign Out' link are visible in the top right. The main content area is titled 'Security Settings' and contains several sections: 'Security Option' (Standard - You may add extra security to your account. Includes a link 'How does this work?' and a button 'Add Extra Security'), 'Cell Phone Number' (masked as (\*\*\*) \*\*\* - 7663. Includes a link 'How can I stop receiving security codes by text?' and a button 'Update Cell Phone Number'), 'Email Address' (testdev@ssa.gov. Not enabled to receive Security Codes. Includes buttons 'Update Email' and 'Enable for Security Codes'), and 'Password' (Expires in 180 days (August 22, 2017). Includes a button 'Update Password'). Below these is a link 'Deactivate Online Account'. A second section, 'Password Reset Questions', explains that users can change their password by answering three questions: 'What is the middle name of your mother?', 'What was the model name of your first car?', and 'What is the name of the hospital where you were born?'. It includes a button 'Update Password Reset Questions'. At the bottom, there is a footer with 'Privacy and Security' and links for 'OMB No. 0960-0789', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help'.

my Social Security

Celia Amirian Sign Out

My Home Message Center Security Settings

### Security Settings

**Security Option**  
Standard - You may add extra security to your account.  
[How does this work?](#)  
[Add Extra Security](#)

**Cell Phone Number**  
(\*\*\*) \*\*\* - 7663  
[Enabled to receive Security Codes](#)  
[How can I stop receiving security codes by text?](#)  
[Update Cell Phone Number](#)

**Email Address**  
testdev@ssa.gov  
Not enabled to receive Security Codes  
[Update Email](#) [Enable for Security Codes](#)

**Password**  
Expires in 180 days (August 22, 2017)  
[Update Password](#)

[Deactivate Online Account](#)

### Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :  
**What is the middle name of your mother?**

Question 2 :  
**What was the model name of your first car?**

Question 3 :  
**What is the name of the hospital where you were born?**

[Update Password Reset Questions](#)

Privacy and Security  
OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

“How does this work?” link is selected:



## How does this work?

You can opt for extra security to provide your account with an extra level of protection. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and a unique security code we will provide each time you sign in.

If the following statements are true for you, then extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

## How do I sign up for extra security?

When you first register, you must verify your identity by answering a security question. We will ask for one of the following:

- the last 8 digits of your Visa, MasterCard or Discover Card, or
- information from your W-2 tax form, or
- information from a 1040 Schedule SE (self-employment) tax form.

Finishing this process usually takes 5 to 10 business days. An upgrade code will be mailed to your home address. When you sign in to your account, you will be asked to enter the upgrade code in order to finish adding your extra security. In the meantime, you can sign in to your account using your username, password, and a unique security code we will provide each time you sign in.

Close

"How can I stop receive security code by text?" link is selected link is selected:

## How can I stop receiving security codes by text?

You must always have at least one way of receiving security codes. To stop receiving security codes by text, you must set up another way to receive security codes.

Close

"How can I stop receiving security codes by email?" link is selected

## How can I stop receiving security codes by email?



You must always have at least one way of receiving security codes. To stop receiving security codes by email, you must set up another way to receive security codes.

Close

### *Add Extra Security*

- 1) Add Extra Security Terms of Service

### What is extra security?

#### What is extra security?

Extra security is an added layer of protection for your account. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and a unique security code we will provide each time you sign in.

[Show me how this works.](#)

If the following statements are true for you, then extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

#### To enable this feature, you will need to:

- answer a financial question
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your upgrade letter to arrive in the mail to complete the process.

### Terms of Service

#### What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

#### What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

#### Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

### Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

I agree to the Terms of Service


Next Cancel

## 2) Add Extra Security – Provide Information

### Provide Information

**Where can we mail the letter containing your upgrade code?**  
Must be a mailing address in the United States or a U.S. Territory.

Line 1	Line 2	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	-- <input type="text"/>	<input type="text"/>

**Primary Phone Number**  I don't have a phone number.  
We only need this to verify your identity.

### Verify your Identity

To add extra security, you must first verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

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3) Add Extra Security Successfully validated – confirmation



**Thank you for your information.**

Because you're adding extra security, you'll receive step-by-step instructions in the mail in 5 to 10 business days.

**What happens now?**

In 5 to 10 business days:

- You will receive a letter in the mail with an upgrade code and step-by-step instructions for upgrading your extra security.
- In the meantime, you can still use your online account.

[? Tips for protecting your identity.](#)

[Done](#)

[Privacy and Security](#)

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### Update Cell Phone Number

- 1) Provide New cell phone number

**Provide your new cell phone number**

We will send a security code to verify your new cell phone number.

**Enter your New Cell Phone Number**

[Next](#)

[Cancel](#)


[Privacy and Security](#)

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- 2) User will routed to the [Enter Security Code screen](#) when selected "Next".

## Enable Second factor Cell Phone/Email

### 1A) Enter Cell Phone

Jeffrey H. Goebig [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

### Enable text messaging

For your protection, security codes are always required when signing in to your account.

[Tell me more](#)

**Cell Phone Number**  
Your rates still apply.  
10-digit Number

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### 1B) Enter Email

### Enable Email

For your protection, security codes are always required when signing in to your account.

[Tell me more](#)

#### Email Address

We will use this to provide your security code and other information about your online account.

testdev@ssa.gov

[Next](#)

[Cancel](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

2) User will be routed to the [Enter Security Code screen](#) when selected “Next”.

## Disable Text Messaging/ Email

1A) Disable Text Confirmation

 **Are you sure you want to disable the option to receive security codes by text message?**

You can enable this option later.

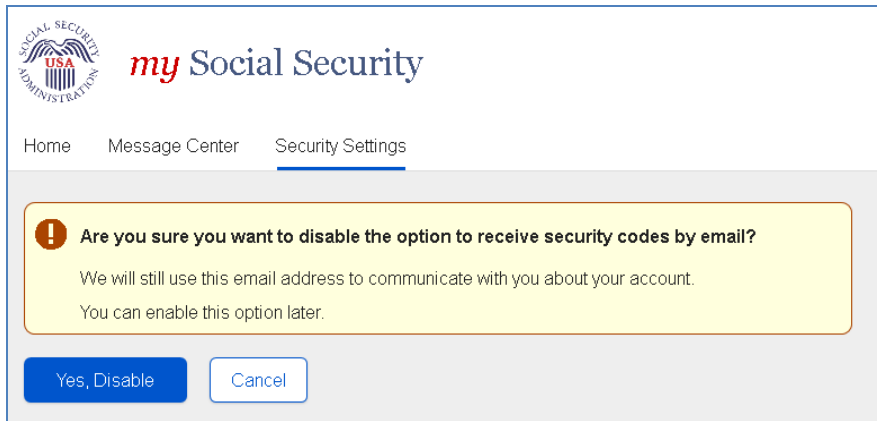
[Yes, Disable](#)

[Cancel](#)

[Privacy and Security](#)

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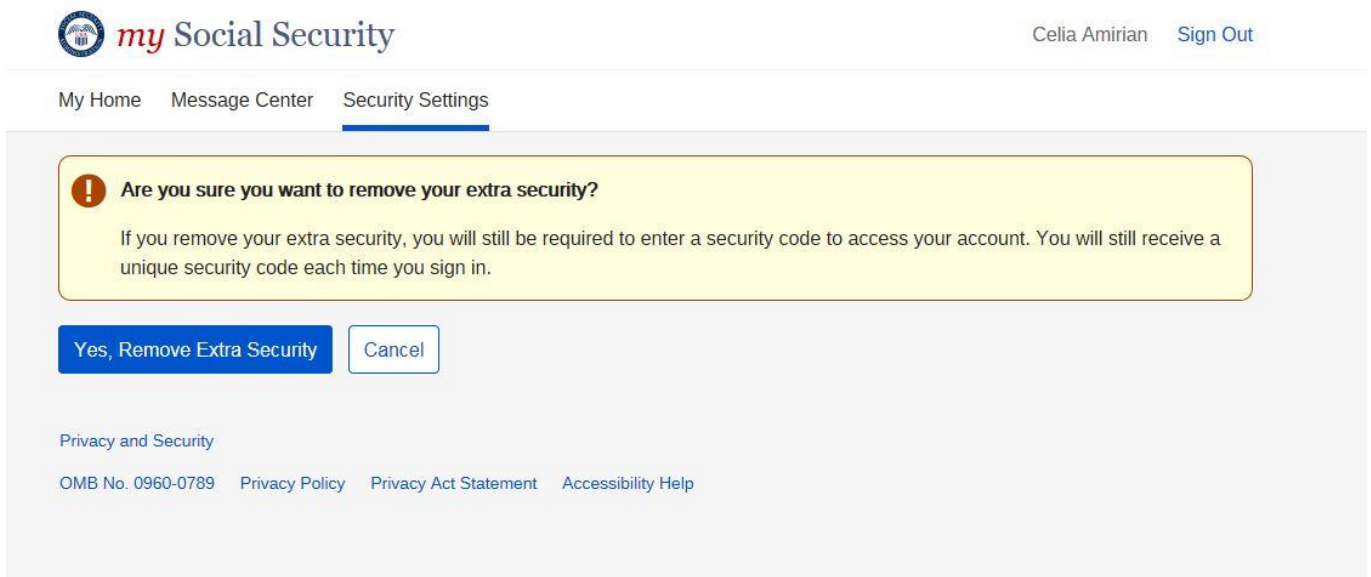
1B) Disable Email Confirmation



- 1) Yes, Disable is selected, user will taken to Account Setting page.

## Disable Extra Security

- 1) Disable Extra Security Confirmation




- 2) Yes, Remove Extra Security is selected, user will taken to Account Setting page.



## Update E-mail (E-mail not registered as second factor)

- 1) Enter and confirm e-mail

Celia Amirian [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

Provide your new email

**Email Address**  
We need this to communicate with you about your online account.

**Confirm Email Address**  
Emails must match

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## Update Password

- 1) Enter and confirm new password

### Provide your current and new password

#### Current Password

[Forgot Password?](#)

#### New Password

Must:

- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @ # \$ % ^ & \*)

[Update Password](#)

[Cancel](#)

[Privacy and Security](#)

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- 2) Password verified, user will be routed to Account Setting page.

### *Update Password Reset Questions*

- 1) Select Password Questions and Answers

Provide your new questions & answers

[Why?](#)

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:


[Update Password Reset](#) [Cancel](#)


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3) Password verified, user will be routed to Account Setting page.

## Error Pages

### *Activation Code Expired*

 Social Security

 **The Activation Code you are attempting to use is expired.**  
Please [contact us](#).

[Exit](#)

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## Blocked Account



**!** We have suspended electronic access to your personal information.

This suspension will not affect any Social Security benefits you receive. If you would like to allow electronic access to your information, please [contact us](#).

Exit

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## Cannot create Account



**!** We cannot create an account for the Social Security number you entered.

For further assistance, please [contact us](#).

Exit

[Privacy and Security](#)

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## Reset Code Failed



**!** The reset code you are attempting to enter is incorrect.

We tried three times to match the information you provided with our records, but were unable to do so. You may try again after 24 hours. Please verify your reset code before you try to enter it again.

This will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

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## Failed Financial Check



**!** We were unable to verify the financial information that you provided.

Please click the "Exit" button to return to the previous page.

You may add extra security online at a later date or by visiting your local Social Security office. If you do decide to visit your local Social Security office, please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Exit](#)

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*Financial Lockout user given the option to Continue Level 2*



**! Important**

We were unable to verify the financial information that you provided. Please click "Continue" to complete the process for a Standard User ID.

You may add extra security online at a later date or by visiting your local Social Security office. If you do decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Continue](#)

[Exit](#)

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*Financial Strike (Strike 1 and Strike 2)*

**!** We cannot verify the financial information that you provided.

Please click "Previous" to correct your information and try again or click "Continue" to complete the process for a Standard User ID.

If you choose to continue with a standard User ID, you may add extra security online at a later date or by visiting your local social security office. If you do decide to visit your local social security office, please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Previous](#)

[Continue with STANDARD ID](#)

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## *Failed Questions to reset Password*

**!** We were unable to verify the answers to your password reset questions.

We tried 5 times to match the information you provided with our records, but were unable to do so. You may try to access your reset questions again after 24 hours or click the link below to request a temporary password be sent to your e-mail address of record.

[Request a Temporary Password](#)

This suspension will not affect any Social Security benefits you receive.

[Exit](#)

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## General Error When System is down



**This service is not available at this time.**

Please try again during our regular service hours (Eastern Time):

Day	Service Hours
Monday-Friday	5:00 a.m. - 1:00 a.m.
Saturday	5:00 a.m. - 11:00 p.m.
Sunday	8:00 a.m. - 11:30 p.m.
Federal Holidays	Same hours as the day the holiday occurs.

If you need immediate assistance:

You may call us Monday through Friday: 7:00AM - 7:00PM at:

1-800-772-1213

If you are deaf or hard-of-hearing, call our toll-free TTY number:

1-800-325-0778

Exit

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## Out Of Wall Questions Lockout

**! We have suspended electronic access to your personal information.**

We tried to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

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## *Reset Code Expired*

**! The Reset Code you are attempting to use is expired.**

Please select the 'NEXT' button below to request a new Reset code.

Next

Exit

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## Reset Code Identity Permanent Lockout



Social Security



**We have suspended electronic access to your personal information.**

We tried to match the address information you provided with our records, but were unable to do so.

You may continue to use your username, password and unique security code to access our online services.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

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## Reset Code Temporary Lockout



Social Security



**We have suspended electronic access to your personal information.**

We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your address information before trying to use this online service.

You may continue to use your username, password and unique security code to access our online services.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

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## Service is Not Available at this time



Social Security



**We cannot process your request at this time. Please try again later.**

If you need immediate assistance: please [contact us](#).

Exit

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## Strike out/ Lockout



Social Security



**We have suspended electronic access to your personal information.**

We tried multiple times to match the information you provided with our records, but were unable to do so.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

[Privacy and Security](#)

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## Terms Of Service Not Accepted



**! You must agree to the Terms of Service to create an account online.**

You must agree to the Terms of Service to create an account online. You may return to the previous page to accept the Terms of Service and continue. If you choose not to do this online, you may apply for an account in person by visiting your local Social Security office.

If you decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Previous](#)

[Exit](#)

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*User has not accepted the TOS while attempting to Add Extra Security via Account maint. page and the user is NOT BANNED*



**! You must agree to the Terms of Service to add extra security online.**

You must agree to the Terms of Service to add extra security online. You may return to the previous page to accept the Terms of Service and continue. If you choose not to do this online, you may add extra security in person by visiting your local Social Security office.

If you decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

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*User has not accepted TOS, after In Person Proofing*



**! You must agree to the Terms of Service to create an account online. You may return to the previous page to accept the Terms of Service and continue.**

[Continue](#)

[Privacy and Security](#)

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## User Under Minimum Age and attempt Registration



**!** We cannot create an account for the Social Security number you entered.

You must be at least 18 years old to create an account.

For further assistance, please [contact us](#).

Exit

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## Upgrade Code Expired



**!** Your request to add extra security to your account has expired.

If you would like to add extra security to your account, select the "Add Extra Security" button from the Security Settings page.

Next

Exit

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## Upgrade Code Temporary Lockout



**!** The upgrade code you are attempting to enter is incorrect.

We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your upgrade code before you try to enter it again.

You may continue to use your username, password, and unique security code to access our online services.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

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## Verify Identity Strikeout – Add Extra Security



**! We are unable to complete your request.**

We are unable to match the information you provided with our records. You may try again to add extra security after 24 hours. Please verify your address information before you try again.

You may continue to use your username and password to access our online services.

This will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

[Privacy and Security](#)

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## Verify Identity Strikeout



**! We have suspended electronic access to your personal information.**

We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

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